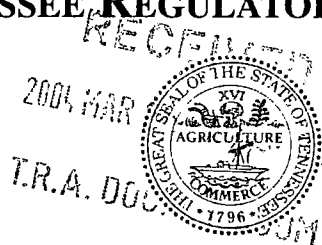


TENNESSEE REGULATORY AUTHORITY

Deborah Taylor Tate, Chairman
Pat Miller, Director
Sara Kyle, Director
Ron Jones, Director



460 James Robertson Parkway
Nashville, Tennessee 37243-0505

March 23, 2004

United Way of Metropolitan Nashville
Doug Fluegel, 2-1-1 Project Manager
250 Venture Circle
P.O. Box 280420
Nashville, Tennessee 37228

RE: Petition for 2-1-1 designation for Maury County (Docket No. 04-00058).

Dear Mr. Fluegel:

To assist the Authority in its review of The United Way of Metropolitan Nashville's ("United Way") Petition to Designate 211 Service for Information & Referral services in Maury County, you are requested to provide the following information:

1. How will The Family Center in Maury County interact with the two call centers included with the Petition in Docket No. 03-00383. (First Call for Help and The Crisis Center)?
2. What are the responsibilities of The Crisis Center? What number/numbers are used to reach the Crisis Center now?
3. Who will ultimately be responsible for all 211 calls being answered?
4. Who will provide on-going funding for The Family Center in Maury County?
5. Please provide a statement of the funding for each call center.
6. Please provide a statement which includes the cost of operation of all three call centers and how and when each will get additional funding when needed.

Please provide the supporting documentation by March 29, 2004. If you have any questions concerning this request or need additional information, please call Patsy Fulton at 615-741-2904 ext. 193.

Sincerely,

Joe Werner
Telecommunications Chief